

Opolo

Job Title: Administrative and Wine Club Assistant

Summary: The Administrative and Wine Club Assistant serves as the first line of phone contact with Opolo guests, wine club members and vendors. This position is held in an office environment, where organization, general knowledge of Opolo's products, services and customer service are key.

To be successful in the role, the best-fit candidate must have the following skills and attributes:

Essential Functions:

- Answer telephone, screen and direct calls
- Assist in making reservations to visit the winery
- Take and relay accurate messages to the appropriate parties
- Support and Assist Wine Club department during Wine Club runs
- Respond to emails in a timely manner
- File completed paperwork into designated areas for ease in access for past transaction reference
- To learn and uphold the philosophy and goals of Opolo Vineyards
- Maintain winery image to reinforce standards of the brand
- Perform other related duties as required and assigned

Working Conditions:

- Full-time schedule to include weekends and holidays
- Long and irregular hours during peak seasons and/or special events
- Sitting for long periods of time
- Ability to focus and maintain high level of customer service in a high traffic, busy office
- Ability to lift at least 50 pounds (case of wine)

Requirements:

- Exceptional customer service skills and positive attitude
- Must be 21 or older

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- Education: high school diploma required
- Knowledge of administrative and clerical procedures
- Knowledge of computer systems and software
- Ability to learn winery software
- Knowledge of customer service principles and practices
- Ability to multi-task and be a team player, communicating with management if any issues arise
- Protect organization's value by keeping information confidential